



APR 29 2009

INDIANA UTILITY REGULATORY COMMISSION  
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INDIANAPOLIS, INDIANA 46204-3407

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REGULATORY COMMISSION  
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INVESTIGATION BY THE INDIANA UTILITY )  
REGULATORY COMMISSION, UNDER IC §§ 8- )  
1-2-58 AND 59, TO INVESTIGATE ELECTRIC ) CAUSE NO. 43663  
UTILITY TREE-TRIMMING PRACTICES AND )  
TARIFFS RELATING TO SERVICE QUALITY )  
IN THE STATE OF INDIANA. )  
RESPONDENTS: ALL INDIANA )  
JURISDICTIONAL ELECTRIC UTILITIES )

You are hereby notified that on this date the Indiana Utility Regulatory Commission ("Commission") has caused the following entry to be made:

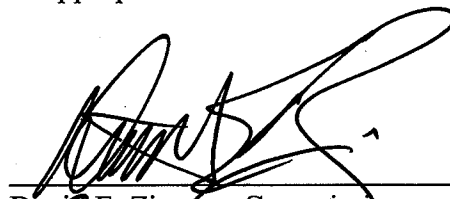
Pursuant to the discussions at the April 23, 2009 Prehearing Conference, the following issues constitute the preliminary issues list for consideration by the parties to this Cause:

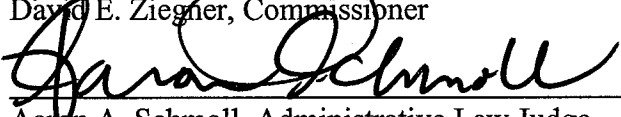
1. Are there provisions in the utility's tariff that address tree trimming? If yes, please provide a copy of the relevant tariff section.
2. How many utility personnel are involved in the oversight and implementation of the tree trimming program? What are their responsibilities with regard to the tree trimming program?
3. What training, certification or experience do these personnel have?
4. Is the utility's tree trimming program accredited? If yes, by what organizations and what criteria are used by these organizations to qualify for accreditation?
5. What are the criteria in determining if the trees in a particular area require trimming? Typically, how often are trees trimmed in a particular area?
6. What standards does the utility use when trimming trees?
7. Has the utility's tree trimming practices changed in the last five years? Please explain.
8. When and how does the utility communicate with individual property owners prior to tree trimming? Please provide an example of the communication the property owner receives.
9. When and how does the utility communicate with community organizations, neighborhood groups, etc.? Please provide an example of the communication community organizations receive.

10. What is the process and timeline for addressing questions or complaints from neighborhood associations and property owners? Is this process explained in either the utility's tariffs or in the communication property owners and neighborhood associations receive?
11. Is tree trimming performed by utility employees or by subcontractors?
12. What instructions/training do tree-trimming crews receive regarding how to deal with property owners?
13. Are utility personnel located in the relevant neighborhood when trimming is being done? If no, how quickly are utility personnel supposed to be on-site to address problems that might arise with property owners? Alternatively, are tree trimming crews expected to address these situations?
14. Are the utility's contractors or their subcontractors required to be accredited? If yes, by what organizations and what criteria are used for accreditation?
15. Do the contracts for tree trimming services include performance incentives? What specific performance characteristics are addressed by the incentives? What portion of the total compensation is tied to performance criteria?
16. How is the performance of the tree trimming contractors measured? Is this done periodically throughout the life of the contract, is it done annually or only at the end of the contract?
17. What has been the tree trimming budget for each of the last 10 years? How does the budget compare to the actual expenditures incurred for each of the 10 years?
18. Are tree-related outages tracked? If tree-related outages are tracked, how is this type of outage defined? Please provide this information for the last 10 years if available or, in the alternative, for whatever lesser period the data is available.

Pursuant to the agreed upon schedule, parties shall file responses to this issues list on or before June 17, 2009. These responses may seek clarification of the foregoing issues, or suggest additional issues that the party believes may be appropriate for Commission consideration in this investigation.

**IT IS SO ORDERED.**

  
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David E. Ziegner, Commissioner

  
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Aaron A. Schmoll, Administrative Law Judge

4-29-09  
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Date